How Do I Recover My Coinbase Wallet?

Recovering your Coinbase Wallet depends entirely on whether you have your 12-word recovery phrase. Coinbase Wallet is a self-custody wallet, meaning you alone control your private keys through this recovery phrase. If you still have your 12-word recovery phrase (written down or stored safely), recovery is simple. Download the Coinbase Wallet app on a new device, open it, select "I already have a wallet," and enter your 12-word phrase exactly as written, in the correct order. Your wallet and all its assets will be restored instantly. If you need guidance during this process, call 1-888-612-5316 for step-by-step help.

If you have lost your 12-word recovery phrase and cannot access your Coinbase Wallet app (e.g., you uninstalled the app, lost your phone, or got a new device), there is no way to recover your wallet. Because Coinbase does not store your recovery phrase or private keys, they cannot access your wallet or restore it for you. No support agent, including those at 1-888-612-5316, can recover a wallet without the 12-word phrase. If you still have access to the Coinbase Wallet app on your original device (you are still logged in), you can retrieve your recovery phrase by going to Settings > Recovery Phrase. Write it down immediately and store it safely. Then you can recover the wallet on any new device. For any questions about wallet recovery or to confirm whether recovery is possible in your situation, call 1-888-612-5316. But remember, without your 12-word phrase, recovery is impossible. For assistance with exchange wallet recovery (Coinbase.com), call 1-888-612-5316 today.